

Enterprise Information Services Duty Statement

Section:	Strategic Offender Management System (SOMS)
Unit:	SOMS, Project
Position Number:	065-625-1139-002
Classification:	Office Technician (Typing)
Date:	07/12/16

Supervision: Under the general supervision and direction of the Strategic Offender Management System (SOMS) Data Processing Manager IV (DPM IV), Program Director, the Office Technician, Typing, will be responsible for performing administrative duties.

Knowledge: This is the advanced journey level which regularly performs a variety of duties. Hence, the incumbent is expected to be detailed oriented, exercising a high degree of initiative, independence and originality in performing assigned tasks. As the first line of contact for the Strategic Offender Management System (SOMS), the incumbent should be able to effectively communicate the knowledge and application of regulations, policies, and procedures with SOMS stakeholders, contractors, clients, and staff.

Guidelines: This position requires application of tact, discretion and a professional decorum in a professional office setting. The incumbent will be responsible for answering phones, scheduling meetings, training and travel for all SOMS Staff, screening and tracking all incoming mail, and preparing meeting materials (i.e. agendas, presentations, etc.). This position is also responsible for maintaining a filing system for project documentation; editing and typing correspondence for internal and external distribution; and performing as an administrative liaison between SOMS and other units/sections/departments/branches when needed.

Complexity: The most difficult task will be the coordination of On-boarding, and separation of contractors and SOMS staff. Other duties of complexity include, but are not limited to updating and maintaining desk procedures; scheduling and monitoring of travel for both SOMS direct staff, as well as Retired Annuitants (RAs) & Subject Matter Experts (SMEs).

Scope and Effect: The primary goal of the SOMS Program is to replace or integrate most of the current California Department of Corrections and Rehabilitation legacy and paper based offender management systems for adult and juvenile offenders into one central data repository in order to extend the availability of offender information to new users.

Personal Contact:

The incumbent may have contact with the following:

- **Adult Institutions and Juvenile Justice Facilities** – Warden, Chief Deputy Warden, Associate Warden, Business Manager, Superintendent, Executive Superintendent, Assistant superintendent, and Business Operations.
- **Headquarters** – Office of Fiscal Services, Budget Management, Business Management, Facilities Management, Contract Management, Enterprise Information Services, Human Resources, Labor Relations, Civil Rights, Risk Management, Policy and Evaluation Division and other Headquarters Divisions.

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- **Control Agencies** – State Controller’s Office, Department of Finance, Department of Personnel Administration, State Personnel Board, Department of Technology Services, State Compensation Insurance Fraud, and the Department of General Services.
- **Audit Groups** – State Controller’s Office, Department of Finance, Bureau of State Audits, and the CDCR Office of Compliance.
- **Division of Adult Parole Operations** – Director, Associate Director, Parole Administrators, Parole Agents, Business Operations, and the Automation Groups.

Specific duties included but are not limited to the following:

35%	Program Director and Manager Support <ul style="list-style-type: none">• Provides support to the Program Director and Management Team.• Manages appointments and schedules meetings; answer incoming telephone calls and directs calls to appropriate staff; routes messages via electronic mail.• Makes travel arrangements for Program Director, including securing flight, hotel and car rental reservations: prepares and processes travel expense claims and travel advances.• Prepares and proofreads documents for reproduction/Xeroxing/scanning; edits, types, and produces a variety of documents requested by Program Director.
25%	General Clerical Duties <ul style="list-style-type: none">• Acts as receptionist for the office, greeting and directing visitors as necessary.• Receives deliveries, signs for and delivers to appropriate staff.• Collect, create, and obtain approvals for supply order requests, routes for signatures.• Checks orders for completeness and accuracy, and emails requests to the appropriate vendor.• Manages and monitors inventory of office supplies, computer paper and other equipment as necessary to maintain the office.• Replaces toners in printers/copiers and submits Remedy Tickets for repairs/maintenance to computers/printers, etc. when necessary.• Organizes and maintains several files within the office, making materials readily available upon request.• Main point of contact for On-boarding and Off-boarding of contract and state staff, which includes maintaining a tracking spreadsheet, all necessary forms, training and key-cards.• Sorts and screens incoming/outgoing mail and directs to appropriate staff including daily delivery and pickup of mail, supply requests, work assignments, etc. to/from other buildings.• Updates and prints business cards for staff.• Scheduling and preparing interview packets.• Prepares cubicles for new hires.• Create various route slips per CDCR policy.• Track office assets available for loan.
30%	General Office Process <ul style="list-style-type: none">• Provides secretarial and key entry services as needed.• Knowledgeable in the use of all computer hardware and software used for general office automation, including word processing, spreadsheet, file creation, email and Internet access packages.• Creates memos and reports as needed.

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- Proofs and corrects correspondence for staff.
- Mail, fax and distribute correspondence as required using appropriate protocols.
- Prepare written documents using different programs such as Microsoft Word, Microsoft Excel, Power Point, and Visio.
- Responsible for preparing agendas and making copies of documents for project/program meetings.
- Maintaining and updating of desk processes as needed.
- Type and distribute meeting minutes.

10%	Other Marginal Duties
	<ul style="list-style-type: none">• Track, monitor, distribute and prepare for supervisors signature, Individual Development Plans/Probation Reports.• Occasionally provides backup to other clerical staff.• Travel: Escort new Employees and Contractors to CDCR HQ; occasional travel to Accounting, CCHCS and HQ to deliver/pick up packages.• Research policy, best practice, protocol, regulation and/or law.• Assist in training staff with office procedures.

This Duty Statement, including the activities, objectives, and performance standards, has been reviewed by the undersigned.

Employee's Signature

Date

Supervisor's Signature

Date